

Anne George Curriculum Vitae

EDUCATION

- 2014** **Dominican University**, River Forest, Illinois; Master of Social Work, Gerontology Graduate Certificate in Aging Care
- 2013** **Saint Mary's College**, Notre Dame, Indiana; Bachelor of Arts in Social Work, Gerontology Minor

PROFESSIONAL EMPLOYMENT

2014 – Present

Lifecare Innovations; Certified Medical Reimbursement Specialist (2017 to present) and Lifecare Manager (2014 to present)

- Research usual, reasonable, and customary (URC) charges for medical services and procedures
- Complete medical bill reviews for appropriateness, accuracy, and analysis of charges
- Create cost projection reports of anticipated medical and non-medical expenses for individuals who have experienced an injury or have specific medical and/or psychosocial needs
- Collaborate on Life Care Planning/Litigation Support cases by researching customary costs for services, equipment and devices, completing psychosocial assessments during home visits, reviewing medical records, preparing case summaries, and creating chronological timelines of important events
- Perform comprehensive assessments of clients' psychosocial statuses and environment during visits and appointments
- Develop and implement care plans according to clients' current and future needs
- Prepare regular client documentation and reports on services and supports in place or recommended
- Liaises for client as an experienced guide and resource among family members, trust officers, doctors, attorneys, etc.
- Oversee client budgets and communications with client's legal, health, and financial representatives
- Supervise multiple Associate Lifecare Managers and delegate work as appropriate
- Provide crisis/emergency support to clients and their families as necessary

2014

Lifecare Innovations; Associate Lifecare Manager

Corporate Office: 8330 South Madison Street, Suite 90, Burr Ridge, IL 60527 TEL: 630-953-2154 FAX: 630-953-2155
North Shore Office: 100 South Saunders Road, Suite 150, Lake Forest, IL 60045 TEL: 847-857-9133

- Perform client related tasks and projects for clients or estates as directed by senior clinical staff
- Update Manager on status of clients and projects
- Maintain client documentation of changes in clients' providers and services
- Research various entitlements or amenities for clients, as appropriate
- Coordinate property management services, such as changes of residencies, environmental safety inspections, and inventories of clients' properties
- Arrange services for client through medical or other ancillary providers

2013 – 2014

PLOWS Council on Aging; Care Coordination and Administrative Intern

- Establish Hoarding Task Force Committee for service area
- Present educational information on Hoarding Behavior to PLOWS employees and Hoarding Task Force members
- Create and administer Community Care Program Client Satisfaction Survey
- Perform comprehensive casework assessments and professional evaluations to determine clients' needs as Certified Care Coordinator
- Develop and implement case plans while understanding the aging issues, psychosocial dynamics, family systems, and mental health issues affecting clients' lives
- Assist with update of agency resource manual information for visually impaired clients
- Contact providers and organizations to inquire about programs and resources available for clients

2012 – 2013

REAL Services, Inc.; Administrative and Marketing Assistant

- Conduct informational luncheons for Indiana state legislators, concerning aging constituents
- Facilitate the REAL Services' Strategic Planning process by surveying and analyzing company and client survey data and presenting the new strategic plan report to the Board of Directors
- Prepare REAL Services Annual Report for the six county service areas, Succession Planning Manual for CEO/President, and Administration & Finance Policy Manual
- Research and compiled area housing information for client resources
- Collaborate with the Director of Development for the REAL Room Makeover Raffle in 2012 by managing the fundraising database, developing a spreadsheet for daily raffle entries, maintain expense/income ledger, providing summaries of day's entries for Business Manager, participating and presenting in Raffle Committee meetings,

creating and distributing marketing materials, providing support to social media efforts, performing analysis of marketing and sales data, collecting agency partners' and contacts' information, updating and maintaining SAGE fundraising database, and assisting with the Age of Excellence Luncheon marketing and planning process

- Oversee agency fire drills and emergency procedures as Emergency Response Plan Consultant

2012 – 2013

REAL Services, Inc.; Guardianship Program Intern

- Manage a client caseload and work directly with older adults, specifically those declared mentally incapacitated and residing in nursing facilities
- Advocate for clients at doctor appointments, court hearings, and care plan conferences and make decisions that best reflect upon what the client would choose
- Work with financial organizations, such as credit companies, social security, VA, and CMS
- Write grant proposal for Marshall County Community Foundation

RELATED PROFESSIONAL EXPERIENCE

2017-Present

Certified Medical Reimbursement Specialist (CMRS) by American Medical Billing Association (AMBA)

2017-Present

Medicare Set-Aside Certified Consultant (MSCC) by International Commission on Health Care Certification (ICHCC)

2016-Present

Certified Case Manager (CCM) by Commission for Case Manager Certification (CCMC)

2013-2015

Illinois Care Coordination Certification

PUBLICATIONS/PRESENTATIONS/LECTURES

Jacobson, S.H., & George, A.M. (2018). Guardianship and its impact on a life care plan. *Journal of Nurse Life Care Planning*, XVIII(1), pp. 26-33.

George, Anne. "Increasing Efficiency & Quality in the Delivery of Long-term Services and Supports for Older Adults," 2013. Poster presentation and discussion for the American Society of Aging in America Conference. Chicago, IL

PROFESSIONAL LICENSURE AND CERTIFICATION

Licensed Clinical Social Worker (LCSW)

Certified Case Manager (CCM)

Medicare Set-Aside Certified Consultant (MSCC)

Certified Medical Reimbursement Specialist (CMRS)

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

National Association of Social Workers

Case Management Society of America
National Alliance of Medicare Set-Aside Professionals
American Medical Billing Association

Not the retained expert